

THE Pulse

Issue Number 80
Winter 2017



Our Vision
To provide every patient
with the care we want
for those we love the most

Norfolk and Norwich University Hospitals



NHS Foundation Trust

Inside:
Find out
about the
research
taking
place across
our hospital

Plus:
A feature on
our Clinical
Support
Services Division

NORFOLK AND NORWICH

UNIVERSITY HOSPITAL

Colney Lane, Norwich, Norfolk NR4 7UY

Tel: 01603 286286 www.nnuh.nhs.uk

Hospital Radio Norwich Request line (to request a song or a bedside visit) call 01603 454585 or from your Hospedia bedside unit dial *800

Main Restaurant West Atrium, level 1 open Daily from 8am to 1am.

Café Bar Outpatients East. Monday to Friday open from 7:30am to 4:30pm

Little Costa Outpatients West Monday to Friday open from 7am to 6pm

POD: Plaza East open Monday to Friday from 7am to 8pm, Saturday 9am to 6pm

Cafe Pure (inside WH Smith, Plaza West) open Mon-Fri 7.30am-6pm, Sat 9am-4pm and Sun 10am-3pm

WRVS shop East Atrium: open Mon-Fri 8am-8pm and weekends 10am-6pm

WH Smith Plaza (West) – see Cafe Pure, above

The Stock Shop (ladies' fashions) open

Mon-Fri 9am-5.30pm and Saturdays 12-5pm

Cash Machine can be found in the East Atrium, Level 2, WH Smith and the Restaurant

Lost property 01603 287468 or ext 3468

Patient Advice and Liaison Service (PALS)

For confidential help and advice call 01603 289036 / 289045

Chapel Open to all. For details of services or to contact the Chaplains call ext. 3470

CROMER HOSPITAL

Mill Road, Cromer NR27 0BQ, Tel: 01603 646200

OTHER HOSPITAL DEPARTMENTS

• Cotman Centre, Norwich Research Park: Cellular Pathology, Radiology Academy

• Innovation Centre, Norwich Research Park: Microbiology

• Francis Centre, Bowthorpe Industrial Estate, Norwich NR5 9JA, ext. 4652: Health Records

• Norwich Community Hospital, Bowthorpe Road, Norwich NR2 3TU: Breast Screening, Pain Management

• 20 Rouen Road, Norwich, NR1 1QQ, ext. 6954:

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Letters

Dear Sir,

I am writing to express and extend our heartfelt thanks to everyone involved in helping and caring for my wife.

From the A&E staff to consultants, nursing staff, catering staff and especially the consultants and staff at the Coronary Care Unit for their dedication, kindness, support and the attention they gave my wife following a heart attack she suffered.

Despite the constant negative coverage of the NHS in the media, we could not have possibly asked for a better level of care and attention.

Our sincere thanks to all of you from the bottom of our hearts. Thanks to your expert and prompt action and support, my wife is now on the way to recovery.

Yours sincerely,

Mr A and Mrs R. Nazimi



Dear Mr Davies,

I write to compliment you on the excellent service and performance provided to my wife.

I recall her arrival and pre-med before surgery very well; at all times helpful and encouraging, a delightful pair of anaesthetists were particularly cheery.

I have no hesitation in recommending not only Mr Bartosik but also his surgical team, the thoracic ward and all the hidden people, without whom, it would not tick.

Yours sincerely,

Mr G Cheney

Social media @NNUH



@NNUH I can't thank the teams in the CCU and on Kilverstone ward enough for the swift and compassionate care my dad received at the weekend

Mel Geater (Twitter)

Couldn't thank the nurses on CAU and Buxton ward enough for how brilliant they were with my then 9 week old little boy when he came in with bronchiolitis two weeks ago!

Kaylie Louise (Facebook)

I am a member of staff but for the last week or so have been attending Outpatient Breast Imaging. I cannot fault the kindness, information and professionalism of the staff who dealt with me.

Diane Wyatt (Facebook)

Have nothing but amazing things to say about @NNUH, with their AMAZING care, I'm 100% fixed!

Austin Redgrave (Twitter)

Please send your contributions, comments and suggestions to communications@nnuh.nhs.uk or to Communications, NNUH, Colney Lane, Norwich, NR4 7UY

Staff Awards 2017 launches

Each year we encourage members of the public to nominate hospital staff who have gone the extra mile in providing care at the Norfolk and Norwich University Hospital or Cromer Hospital. The nominations are for the Patient Choice Award which is part of an annual Staff Awards scheme, designed to recognise the efforts of those special employees who demonstrate exceptional patient care. This might be great kindness, professional expertise or expert patient care.

Patients can nominate any nurse, doctor, midwife, therapist, receptionist or other member of staff who looked after them during an outpatient visit, day treatment or longer hospital stay.

There are two categories:

- Most outstanding member of staff
- Ward/Team of the year

To make a nomination, complete the enclosed nomination form or go to www.nnuh.nhs.uk



NNUH Open Day and Fete

The NNUH Open Day and Fete takes place this year on Saturday 10th June between 11am and 4pm. Everyone is welcome and visitors can take part in traditional fete games and browse the wide variety of craft and food stalls on offer.



One of our operating theatres will be open for tours of its state of the art facilities and there will be an opportunity to become a surgeon for the day by trying your hand at keyhole surgery. Younger visitors can bring a teddy for an x-ray and follow the hospital trail to win a prize!

FRED the pharmacy robot will also be on hand to show visitors how he helps the team to organise medicines in the department.

Live music will be provided by the NNUH hospital choir and a variety of entertainment will be on offer throughout the day.

For those looking for their next career step, our teams on the careers stand will be happy to provide information and share their thoughts on why they love working at NNUH.

We are also very lucky to be welcoming the Scratby Donkeys to our Open Day, please come and say hello to them on the day!

There is no doubt that the NHS is facing rising demand, both here in Norfolk and across the country, and I would like to say thank you



to all our staff who are working so hard on behalf of our patients. Our Emergency Department has set up new Ambulatory Clinics which are a great example of how we are innovating to meet demand and improve the service to patients. These clinics enable patients to be treated and go home on the same day, avoiding a hospital stay. This approach has made a significant difference with 700 fewer hospital admissions in December 2016.

You can read more about the work that goes on behind the scenes in our clinical support services (see feature on page 8). These services keep the hospital running and allow everyone else to do their job in supporting patients. Whether it is keeping our equipment running or using advanced techniques to diagnose illness, we all rely on these unsung heroes to keep our modern day hospitals working efficiently.

Research is a core part of our activities and our teams work closely with the University of East Anglia to look for new ways to treat chronic illnesses or simply to improve the care patients receive on a day-to-day basis. On page 6, you can read about a number of research studies which are taking place with the aim of improving patient care.

Patients continue to rate us highly in the Friends and Family Test, reflecting the good work that goes on every day in our hospitals. In this issue of The Pulse we are launching our annual Staff Awards scheme which provides another opportunity for patients to pass on their compliments and write about their good experiences.

Finally, we are proud of our hospitals and there is an opportunity for the public to find out more about what we do at the NNUH Open Day and Fete on 10th June. Meanwhile Cromer Hospital will be celebrating its 150th Anniversary on the 24th June this year.

John Fry
Chairman, Norfolk and Norwich University
Hospitals NHS Foundation Trust

Here are just a few of the many generous people who have given and supported different areas of the hospital charity over the last few months.

Our thanks to...



Tesco Dereham for supporting the Jenny Lind Children's Department



The Mills family for supporting our Neonatal Intensive Care Unit (NICU)



The Kovacevic family for supporting our Critical Care Complex



Mrs Brookman for supporting our Oncology Department

If you would like to support the hospital charity, please contact Louise Cook on 01603 287107 or email fundraising@nnuh.nhs.uk

Send a Smile with Santa Christmas appeal

Thanks to everyone who supported our 2016 Send a Smile with Santa appeal which provided a gift for every inpatient in hospital with us on Christmas Day. We received

generous donations from local businesses, organisations and individuals which meant that a great Christmas Day was had by all!



World Cancer Day

This year staff across NNUH marked #WorldCancerDay on 4th February by introducing some of the people involved with cancer care at NNUH through social media. Thanks to



those of you who kindly shared your stories with us on

Facebook and Twitter. This is an event which we hope to grow next year, so keep a look out for details of our future plans.



Bumps and Babies campaign



We are excited to launch our ongoing Bumps and Babies campaign which will fundraise to provide additional equipment and enhance facilities within our maternity department.

You can get involved via our Bumps and Babies Facebook page and donate online via JustGiving at bit.ly/2lbMjAu. You can also donate to our campaign by texting 'NNUH33£X' (X as the amount you wish to give) to 70070.

Each year more than 6,000 babies are born at our hospital, a place where many special memories are created as parents welcome their new arrivals into the world.

How your money has been spent...



A specialist chair for skin cancer patients in the Winterton Unit



Toys and digital devices for children on our Paediatric A&E Department

We are sorry not to be able to mention everyone who has helped or supported the hospital charity but we are truly grateful for all your support.

Prescribing goes digital at NNUH



Pictured: Pharmacy Technician Stuart Setchell using the EPMA system

The new Electronic Prescribing and Medication Administration (EPMA) system has been fully rolled out to all inpatient wards at the Norfolk and Norwich University Hospital.

The system, which makes paper drugs charts a thing of the past, involves creating and maintaining an electronic record of a patient's prescriptions and medicines whilst they are in hospital. This enables doctors, nurses, pharmacists and other clinical staff to access details contained within the drug chart digitally from the ward but also

remote locations including the hospital pharmacy.

The system is accessible via dedicated laptop trolleys which nurses take around the ward and use to administer the correct medicine at the patient's bedside and doctors also use this to prescribe and review the drugs. There is no longer any need for prescriptions to be handwritten on paper drugs charts, removing any potential difficulties with reading a colleague's writing. The required fields on the digital system also ensure that all necessary information is provided before a prescription can be saved.

A joint bid from NNUH and James Paget University Hospital was successful in securing £1.743m of funding for the project from the Safer Hospitals, Safer Wards Technology Fund sponsored by the Department for Health.

Helen Willimott, EPMA Project Manager said: "We've had some fantastic feedback from staff, patients and family members in terms of the system benefits for patients and the efficiency of pharmacy services as a result."

Maternity department secures £80,000 in funding

NNUH has been awarded more than £80,000 of government funding to invest in the maternity department to help mothers and babies.

The hospital put in a successful bid to the Department of Health's Maternity Innovation Fund and the Maternity Safety Training Fund to provide additional training for staff.

The Maternity Innovation Funding will go towards a new piece of simulation technology called 'CTGi' which replicates a baby's heart rate pattern during labour. This piece of training technology will be used within clinical areas for both the midwifery and medical teams and supplement more traditional classroom tutorials and e-learning programs.

The Maternity Safety Training Fund supports specialist training for doctors, midwives and allied staff within the maternity department.

Dr Ed Prosser-Snelling, NNUH Specialist Registrar said: "We have invested a large amount of time and



resource in training staff in technical skills. We plan to build on these foundations and seek to develop team working, communication and advanced decision-making skills, and we are excited to combine classroom-based teaching with up-to-the-minute simulation techniques".

Frances Bolger, NNUH Head of Midwifery Services said: "Receiving this funding is fantastic news for the trust. The team works extremely hard in looking at ways we can support enhanced training for our staff and continue to give excellent patient care."

Dates for your diary

Medicine for Members talks

- Find out more about the new state of the art NNUH endoscopy facility at the Quadram Institute on Thursday 27th April, 6pm to 7.30pm
- A talk on dementia takes place on Monday 15th May, 6pm to 7.30pm during Dementia Awareness Week.
- A talk about the diagnosis and treatment for head and neck cancer will be taking place on Thursday 25th May, 6pm to 7.30pm.

All talks are being held in the Benjamin Gooch Lecture Theatre at NNUH.

Council of Governors

The meetings for the Council of Governors are held quarterly in public from 10am to 12pm on the following dates:

- 20 April
- 26 July
- 12 October

Trust Board

The following Trust Board meetings are also held in public from 9am to 11am on the following dates:

- 31 March
- 26 May
- 28 July
- 29 September

As space is limited at these meetings, please contact the Communications Team to book a place via communications@nnuh.nhs.uk

Research is central to the way we develop our services at NNUH.

Teams across the hospital support the development and delivery of clinical research within specialties as varied as oncology, endocrinology and obstetrics.

The department has three main units, two located at NNUH and one at UEA, who we work closely with in order to facilitate effective research.

We currently have more than 300 studies taking place at NNUH and in this feature, we take a look at just three of those currently live or being developed at the hospital.

ARCTIC

'ARCTIC' is a research trial comparing the safety and effectiveness of two commonly-used antiseptics for cleaning the skin of babies prior to central venous catheter (CVC) insertion. It is being led by NNUH researchers and is sponsored by the Trust.

CVCs are routinely inserted into sick and premature babies in neonatal units across the world. They are essential for delivering liquid nutrition and medicines, but entail a risk of attracting bacteria which can lead to dangerous bloodstream infections.

Skin germs are the most common cause of bloodstream infections in premature babies. Effective

PITCHES

Obstetric cholestasis (OC) is a liver disorder which affects around one in 150 pregnancies each year in the UK. It can cause mild to severe itching, usually on the hands and feet and can be worse at night. In those suffering from OC, the liver is not functioning correctly and this is evident in raised bile acids in blood test results. The condition can be very uncomfortable, but the itchiness and abnormal liver function resolve themselves following birth.

NNUH is one of 33 hospital sites investigating ursodeoxycholic acid (UDCA), a naturally occurring

bile acid, as a treatment for expectant mothers with Obstetric Cholestasis and its consequences for babies.

The trial began recruiting in February 2016 and will run for around three years in total, with the aim of involving around 580 women. Participants will receive either UDCA in tablet form or a placebo, and neither they nor the



Research Midwife Elizabeth and PITCHES participant Sara

sterilisation of the baby's skin prior to CVC insertion is crucial to prevent babies developing catheter-associated infection.

The ARCTIC trial is set to launch in February 2017, funded by the Research for Patient Benefit programme of the National Institute for Health Research (NIHR). The aim is to involve about 100 babies from the Neonatal Intensive Care Unit in the trial. Enrolled babies will be randomly assigned to undergo skin cleaning with either an alcohol-based or a water-based antiseptic before CVC insertion. On CVC removal, exit-site skin swabs and sections of the CVC will be sent to the NNUH microbiology laboratory to check for bacteria.

The study team have benefitted from the involvement of two lay representatives; both are parents of premature babies cared for at NNUH. Rosie Kefford, from Halesworth, gave birth to her son Jax at 26 weeks gestation

weeks old, he developed a life-threatening catheter infection.

Rosie said: "It was such a difficult time and I saw first-hand the devastating impact that a line infection can have. Thankfully Jax recovered fully and is now a lively and healthy one year old, but the ordeal fuelled my enthusiasm to try to help protect future babies."

Parent lay representatives can be involved in a variety of ways in the design and delivery of a research study.

Rosie added: "We were able to share our suggestions on the best way to approach mums and families. It's really important that things are well explained and that parents have every opportunity to ask as many questions as they need to. I'm delighted to be part of the ARCTIC study team and hope that this trial leads to significant benefits for babies of the future."

Dr Paul Clarke, NNUH Consultant Neonatologist and Chief Investigator for the study, said: "The ARCTIC study will be the first ever randomised controlled trial to compare these skin antiseptics for peripheral CVC insertion in preterm babies. It is through direct participation in studies such as this that we will ensure we provide access to the latest treatments and the best possible care for our babies and their families."

in January 2016. When Jax was two



Parent representatives (L-R) Rosie Kefford with son Jax and Natasha London with daughter Daisy

What at NNUH



Turner with
Howe

researchers at the hospital will be aware which has been prescribed.

Sarah Howe, from Reepham, participated in the study having developed OC at around 30 weeks into her third pregnancy. She said: "I'd experienced OC during my first pregnancy and although the feeling was more of a tingle this time, I knew exactly what it was."

In her first pregnancy, Sarah developed severe itching in her hands and feet.

"The only way I can describe the feeling is that it's like having your hands and feet stuck in itching powder," she says. "When

I developed OC during my first pregnancy, I had no idea what it was, but told my midwife straight away as the itching was indescribably terrible. At 37 weeks, she advised me to go straight to hospital as there are increased risks with Obstetric Cholestasis if pregnancy continues beyond that point."

Sarah gave birth to a healthy baby boy, Thomas, who is now six and a half and went on to carry a girl, Molly, now four, without experiencing OC.

"It was really important for us to get involved in the study," says Sarah. "My husband is a paramedic

so sees every day the impact of advances in technology and medicines on the people he cares for. It is also really reassuring to be monitored by specialist midwives."

Miss Anna Haestier, Consultant in Obstetrics and Gynaecology and NNUH Principal Investigator (PI) for the PITCHES study said: "Research like the PITCHES trial is important because we learn so much about the best treatments for our patients. In pregnancy, understanding the impact of different techniques is particularly significant as we have two people to care for, the mother and the baby."

PREPARE ABC

PREPARE ABC is a trial investigating whether patients can benefit from a structured exercise programme before and after major abdominal surgery for colorectal cancer, also known as bowel cancer.

Colorectal cancer is the fourth commonest cancer in the UK. Each year in the UK 40,000 new patients are affected, and approximately 250 are treated with surgery at NNUH. While an operation offers the best chance of cure, it can result in significant complications or patients no longer experiencing the same quality of life as they did before surgery.

The Colorectal Cancer Unit at NNUH is working in partnership with the Norwich Clinical Trials Unit at the University of East Anglia and Northumbria University on a National Institute of Health Research funded multi-centre trial, called PREPARE ABC.

Mr. Richard Wharton, NNUH Consultant Surgeon and Chief of Service for the Colorectal Unit said, "A number of small studies have shown that patients who start to undertake regular exercise in



Study participant Nigel Slaymaker with the Clinical Trials Unit team

the short period of time between their diagnosis of cancer and their operation can increase their fitness and this may result in improved recovery.

"After an operation for cancer it is also thought that patients who continue to exercise may recover better in the long term."

The exercise programme will be performed in the three to four weeks leading up to surgery and begin again six weeks after surgery. The NNUH research nurses will assess patients at regular intervals to determine if any complications occur within 30 days of their surgery and use special questionnaires to determine their quality of life a year after starting the study.



Professor Alastair Forbes, NNUH Chief of Research and Innovation, said: "I think it may really surprise people

that there are currently over 300 research studies being undertaken at NNUH. Participation in research and trials is central to our ethos here, and is supported by our close links with colleagues at UEA, particularly those in Norwich Medical School. This work is fundamental to our clinical mission of providing the best care and treatment for our patients, and helps us to ensure we are at the forefront of medical progress. Interestingly, patients in studies typically do better than those receiving standard care, and this provides a further stimulus for us to include as many people as possible. We are immensely grateful to all those who have already participated in studies at NNUH, and recognize that without these individuals and the support of their families we could not continue to make such good progress."

Clinical Support

In this edition of The Pulse, we take a look at just a few of the wide range of teams within the Clinical Support Services Division. We highlight how they benefit our patients and support other teams across the hospital.

Chief of Division, Professor Carol Farrow describes how these services are fundamental for the smooth-running of the hospital: "Although some of the services offered within the division are not very well-known to the public, their huge contributions allow the Trust to deliver the best care to our patients and I am so grateful for their dedicated work."

Nuclear Medicine

The Nuclear Medicine department provides more than 30 unique and sophisticated scanning procedures, for a variety of medical conditions.

This hugely skilled team offers its services to departments across the trust including oncology, cardiology, orthopaedics, rheumatology, endocrinology, surgery, gastroenterology and neurology.

Other procedures that the department provide include lung scans, cardiac scans and renal scans. They also offer a number of therapeutic services.



Nurse Hayley Martin and Radiographer Manager Sara Burdett using the hybrid imaging system

Mortuary

"The predominant wish in every Anatomical Pathology Technician's heart is to help the bereaved through the process of grief" explains Lee Gibbs, NNUH Chief Anatomical Pathology Technician (APT), pictured third from right.

The Mortuary team provides a range of professional and dedicated services to both the Trust and to families going through deeply distressing times. These services include viewings for families, post-mortems, and mortuary procedure training to NNUH staff across the Trust.

Lee explains: "Grief presents itself in many ways and the professionalism of the mortuary team means we are able to adapt to any situation. Each APT works in a respectful and sensitive manner to ensure that an air of confident calm is maintained".



The Mortuary

In addition to the work of anatomical pathology technicians, the mortuary team has permanent

All procedures make use of radioactive materials introduced within the body, mostly for scanning on a device known as a 'gamma camera'. Images rely on metabolic changes and organ function within the body which relate to disease processes. It takes a high level of expertise to interpret these images and requires specially trained senior medical staff to report findings.

In November 2015, NNUH introduced a state of the art hybrid imaging system. John Skrypniuk, Consultant Clinical Scientist explains how this greatly enhances the diagnostic capability of the service.

"Using conventional gamma cameras can make it difficult to exactly localise areas of abnormal activity. The new camera incorporates an X-ray tube which produces an anatomical picture much like a CT scan and images from the gamma camera are fused together with the CT images. The CT scan also allows improved computer reconstructions of gamma camera images which leads to much more accurate clinical information

about the patient and better outcomes for patients".

One of the major uses of the hybrid imaging system service is to identify possible lymph nodes which may contain cancer in patients prior to going into surgery. This is known as Sentinel Lymph Node Biopsy (SLNB). The patient is injected with radioactive gel, scanned using the gamma camera, the nodes identified on the scan and precise areas on the skin are marked for the surgeon by the radiographer.

The surgery is carried out soon after the scan whilst the radioactive tracer is still active. The surgeon can find the nodes guided by the images as well as the radiographers skin marks and the radioactive signal using a gamma ray detector during the operation.

John added: "We're a small team who work hard to provide high quality diagnostic information for a variety of clinical departments across the trust. Everyone ensures that patient care is our main priority".

Support Services

Speech and Language Therapy (SLT)



ary Team

we want our work to go largely unnoticed. That is the true measure of the APTs professionalism."

admin support and portering services.

Lee added: "We are the quiet shoulder of support and the listening ear of kindness. We offer as much support as families would like when they have lost a loved one. When the deceased and the family leave us,

The SLT team assess, diagnose and treat patients with swallowing and/or communication difficulties. They provide services to both adult inpatients who need a Speech and Language Therapist during their stay in hospital, and also see outpatients.

Swallowing and communication difficulties can occur for many different reasons but may be due to conditions such as Multiple Sclerosis, or dementia, or other conditions such as stroke, brain injury, head and neck cancer, learning difficulties or a prolonged illness.

SLTs are integral members of the multidisciplinary team and provide individual guidance to the patients and to the staff on the wards.

Much of the team's focus within an acute hospital is the management and treatment of swallowing disorders (dysphagia). Patients who have swallowing difficulties are at risk of developing dysphagia related chest infections. An analysis carried out by the Royal College of Speech and Language Therapists shows that as a result of hospital SLT's, fewer

patients will suffer from dysphagia related chest infections, resulting in shorter lengths of stay for patients.

Kate Richardson, Speech and Language Therapy Service Manager explains the importance of the work they do for patients: "The inability to communicate or eat and drink significantly affects an individual's ability to participate in social interaction, diminishes their quality of life and can be life-threatening."

Kate added: "With the dedicated work of the SLT team, we are able to diagnose, assess and provide an excellent programme of care to address communication and swallowing needs."



Amy Watkins, Speech and Language Therapist

Clinical Engineering

The Clinical Engineering team is made up of medical engineering specialists with expertise across imaging, electronic and mechanical gas. They are responsible for maintaining around 17,000 medical devices for use in patient care.

These devices can range from specialised life support machines to complex diagnostic devices as well as hospital beds and wheelchairs. They also maintain surgical tools, ensuring they are ready to use in the operating theatre. Fundamentally, wherever there is a device for patient care, the clinical engineering team will ensure that it is always working correctly.

Nick Simpson, Electronics Engineering Manager said: "The skills that Clinical Engineering provides to the Trust are specialised. We have a vast amount of experience in

our teams, we know each piece of equipment inside out and we are quickly able to identify and rectify faults as they are reported."

The Electronics team is responsible for units across the hospital site and provide a call out service for emergency breakdowns on key devices and wards 365 days a year, 24 hours a day.

Moreover every engineer has an in-depth understanding of how the medical equipment interacts with the clinical application it is used for, as well as a precise eye for detail.

The team also design and manufacture bespoke pieces of equipment that are not commercially available and have created articulated arms for patients who have come into hospital with spinal injuries. These arms are designed to hold iPads so patients with spinal

injuries can see screens to watch TV and films and for communication.

Mark Bowpitt, Mechanical Engineering Manager said: "Patient care is our number one priority, and this is something we're constantly thinking of when we're doing our job."

The work of the team is underpinned by the support of the teams in administration and the Equipment Library.



Mike Burton, Senior Medical Equipment Technician

Rehab programme benefits children with disabilities



Children with disabilities in Norfolk are benefitting from a new rehabilitation programme to improve their fitness after surgery or illness, based on boxercise and sports such as wheelchair tennis and basketball. The new programme is a partnership between the Jenny Lind Children’s Department at the Norfolk and Norwich University Hospital (NNUH), Active Norfolk and the UEA Sportspark.

Rachael Hutchinson, Paediatric Orthopaedic Surgeon at NNUH who helped to set up the programme, said: Strength and aerobic fitness is so important in keeping this group of children functioning as young adults and traditionally it is

very difficult to deliver this type of programme within the standard hospital set-up.

“Children with disabilities can often grow up not thinking

they are able to participate fully in sport and lack confidence and they may not be doing regular physical education at school. Last year’s paralympics has helped to change perceptions and we want these children to become more physically active.”

Sue Coombe, Senior Neuromuscular Paediatric Physiotherapist at NNUH, said: “We are able to offer the children block sessions of ‘treatment’ to improve their strength and fitness using sport as the driver.

“Children will be referred by their physiotherapist if they feel they have lost some strength or would benefit from being stronger. This may be

post-surgery, after a growth spurt or at a time when we want them to be more active.

“There is an added benefit that they meet other youngsters who have disabilities when this may not happen if they are attending a mainstream school.”

Children are signed up to a six week block where once a week they attend the Sportspark for a 45 minute session of conditioning training. This is followed by 45 minutes of different sports which can be adapted for patients with disabilities such as wheelchair versions of tennis or basketball. The sessions are being supported by Sportivate funding which is a £56 million London 2012 Lottery legacy project that is administered locally by Active Norfolk.

The children are supported in the sessions by hospital physiotherapy staff plus the local coaches.

Mrs Hutchinson adds: “The hope is that the children will not only get stronger and more confident in a fun way, but may find an activity they choose to continue outside the hospital setting once the course finishes.”

NNUH anaesthetist receives medal

Dr Nick Woodall, a consultant anaesthetist at NNUH, has been awarded the Macewen Medal by the Difficult Airway Society (DAS).

A consultant at NNUH for 25 years, Nick developed an interest in awake intubation, or intubation under local anaesthetic, early in his career. This technique is used in patients with severe airway problems before a general anaesthetic is administered. There are various techniques for intubation but most commonly, a plastic breathing tube is placed over a fiberoptic endoscope under local anaesthetic before general anaesthesia is induced.

In 1999, Nick was part of a team at NNUH which set up an awake intubation course for anaesthetists, where this skill could be taught and

honed by practising the technique on other course members. Courses of this type are now offered across the country and abroad.

Dr Nick Woodall said: “At the time that we were teaching these courses, awake intubation wasn’t the mainstream technique that it is now and courses which allowed students to practice the technique were almost unheard of. Although initially some thought our methods were unconventional, teaching students in this way had some fantastic benefits, namely that they could understand the procedure from a patient’s perspective, having experienced it themselves.”

Nick added: “Over the course of my career in anaesthetics I have been privileged to witness

some amazing advancements in technology, techniques and the treatments available for patients. I’m honoured that it is my peers who have selected me to be presented with this award.”



Dr Nick Woodall with the DAS Macewen Medal

Volunteering opportunities

Are you interested in volunteering at NNUH? Here are two initiatives that are currently on the lookout for new volunteers

Older People's Medicine

Marianne Moggridge, NNUH Older People's Medicine (OPM) Volunteer Co-ordinator, is leading the new OPM volunteer initiative and is looking for volunteers to join the team.

This new OPM project will be adding to the already well-established volunteer services provided at the N&N. The initiative will be available to all OPM patients who are staying in hospital.

A team of OPM volunteers will be there to support patients through calming activities or simply with a friendly chat. Staff, families or carers will be able to request a volunteer and the patient can also request a volunteer themselves.

Marianne and her team will be offering this service to eight

wards across the hospital: Brundall, Dunston, Elsing, Gunthorpe, Heydon, Holt, Kimberley, and Knapton.

She explains how this initiative will benefit both the trust and patients, "I have seen first-hand how our patients really benefit from additional time given by volunteers. Having someone to speak to, or do activities with, increases wellbeing and relieves boredom and anxiety which therefore supports a quicker recovery." Marianne's role has been funded for three years by charitable donation.

Marianne said: "We're looking for individuals who can confidently communicate with older people and ideally someone with a little creativity too."

Dr Martyn Patel, Dementia Lead and Service Director for OPM said: "We are really excited about this project and how it will enhance the patient experience within the Older People's Medicine department. We know that from voluntary services already in place, patients really cherish the time spent with volunteers."



Marianne Moggridge and Tracey Brown with volunteer John Chapman

Settle-in Service

The voluntary care given to our older patients isn't just for their time in hospital.

Since spring 2015, the settle-in service has provided older patients with a volunteer to meet them at their home on their day of discharge to assist with any small tasks around the house.

These tasks can include watering plants, ensuring heating is on and working, changing light bulbs, checking for trip hazards and making sure that there's food in the fridge; simple things that make life a little smoother after a stay in hospital.

Volunteers can also organise any additional help the patient may need in their home, by getting in touch with services such as The British Red Cross on their behalf.

The settle-in service is continuing to look for more volunteers. Ideally, the service is seeking volunteers to cover each local post code to ensure that patients who require

a volunteer have one available to assist them.

Tracey Brown, Volunteer Settle in Service Co-ordinator said: "The settle-in service is open to patients of all ages, and we know that having a volunteer to greet a patient on their day of discharge can really help a patient in a time that can be quite difficult for them".

Similarly to Marianne's volunteering initiative, the settle-in service offers extensive training, support and the chance to shadow other volunteers who are already in post.

Tracey added: "I really enjoy visiting all our volunteers in their own home to have a friendly chat and get to know their interests and past work experience. Doing this allows me to also see which patients they would be best suited with to help settle-in".

Emma McKay, Director of Nursing said: "The support of our

volunteers enriches the lives of patients and staff across the Trust and we are so grateful for the time they spare. We are looking for those special people who want to enhance patient experience."

If you or anyone you know is interested in getting involved in these or any other volunteering services at NNUH, please contact our Volunteers Office on 01603 286060 or volunteers@nnuh.nhs.uk

Information video launched in Cromer Eye Department

The team at Cromer Hospital's Allies Ophthalmology Department have developed two videos for patients having cataract surgery. The first is shown to patients before entering theatre and documents the procedure, the process and prepares patients for what will be asked of them by the nursing staff. This reiterates the information provided by the nursing staff at pre assessment appointments and on admission and provides an additional opportunity for patients to ask any questions prior to the procedure.

Following surgery, patients are shown another video which provides post-operative care advice including eye drop administration,



expectations for recovery and potential side effects.

The idea was initiated by a member of the Allies team and was facilitated by the previous Head of Department, Sue Peacock, who has now retired. The videos provide another opportunity to

ensure patients have understood the entirety of the information given to them before and after their surgery at the hospital and have been very well received by patients

Iain Young, Operational Manager for Cromer Hospital said: "This is an exciting development for our eye department at Cromer Hospital. We've received some really great feedback from patients, with lots commenting on how the videos have enhanced their understanding of the cataract procedure. The team is very passionate about finding ways to innovate in order to improve patient experience and I would like to offer my sincere thanks to them for bringing this project to fruition."

Coming soon...



The Pulse Special Edition: 150 Years of Cromer Hospital



Cromer Hospital Fete 2017

Cromer Hospital Fete takes place on Saturday 24th June from 10am to 3pm, where the hospital will be celebrating its 150th anniversary. The activities on offer will include games, stalls and a raffle.

There will also be face painting and outside games for younger visitors and a variety of delicious treats will be available from the BBQ.

Hospital Radio will be providing musical entertainment throughout the day.

There are some car boot stalls available at £5 each for those wishing to take part on the day. Anyone interested should contact Sue Hayward on 01603 646263.

